

Service Delivery Manager Job Description

Duties and Responsibilities:

- Take part in the policy formulation of the company, especially as it affects the area of service delivery
- May be solely in charge of delivery service planning but subject to evaluation and approval
- Ensure that policies and plans formulated are in line with the organization's goals
- Ensure that policies formulated are fully implemented to achieve policy objectives
- Assist in hiring and training the members of the service delivery team
- Educate the members of the service delivery team on new policy plans and implication on service delivery
- Assess the individual and collective performance of the team members
- Recommend team members for reward, which could be praise, financial, or material incentive or promotion
- Organize and head meetings with the service delivery team
- Prepare periodic reports and present such reports to the senior management
- Attend important meetings on behalf of the service delivery team or appoint representatives
- Make recommendations for policy or technological change
- Collate data and information on client satisfaction, inquiry, and complaint
- Develop new strategies to maintain or improve on the quality of service delivery
- Develop strategies to increase profit and minimize cost incurred on service delivery
- Carry out research regularly and attend seminars to learn improved service delivery procedures and processes.

Service Delivery Manager Requirements – Skills, Knowledge, and Abilities

- **Education:** A minimum academic qualification of Bachelor's degree is required to be considered for a service delivery manager position. Some firms require higher qualification, including professional qualification. The choice of discipline and professional qualification depends on the hiring company's area of service delivery and their specific needs for that position. In addition, service delivery managers are usually experienced and accomplished professionals in their chosen fields
- **Innovative:** To succeed in as service delivery manager, you must be highly innovative because the job involves constant look out for ways of improving customer experience
- **Planning and Business acumen:** He/she must have exceptional ability to plan and implement service delivery processes. In addition, a keen eye for identifying business opportunities, developing business case and translating such plans into solutions to improve service delivery is also very important
- **Communication and leadership ability:** The service delivery manager must be effective at communicating with all kinds of individuals – clients, managers, and subordinates.